

## **Survey Instrument and Results Packet**

# **Quick Response Survey Results**

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## EXECUTIVE SUMMARY

The 56-item DGS Occupant Satisfaction Survey was administered in October 2001. A total of 187 surveys were returned, for a response rate of 47%.

The survey is designed to investigate how successfully the recently renovated 4th floor is meeting the needs of the Department of Motor Vehicles' employees and the design goals. The goal was to assess user satisfaction with the project, to determine the potential opportunities for fine-tuning and gather lessons-learned.

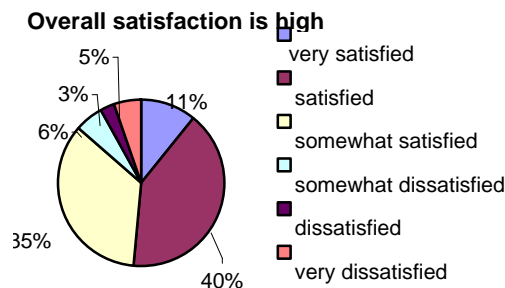
This document reports survey results:

- ❖ Overall findings
- ❖ Results from open-ended questions

A copy of the survey, with itemized results, is included in the appendix.

In brief:

- ❖ Overall, respondents were extremely satisfied with their work environment: 86% were very satisfied, satisfied or somewhat satisfied.
- ❖ Staff in the Special Processing Unit were somewhat less satisfied than the other units;
- ❖ Staff in "Shared offices with floor to ceiling walls" were somewhat less satisfied than staff in other arrangements;
- ❖ Staff who were dissatisfied were more likely to report safety and security problems;
- ❖ Relatively few access problems were reported; however parking and telephone/mobility were most likely to be reported as problems;
- ❖ Satisfaction with layout, teamwork, conference facilities and furnishings were highly correlated with overall satisfaction;
- ❖ Staff were highly satisfied with many categories of their work setting such as visual comfort, light, keyboard, color appearance, air freshness, conference rooms, mouse, humidity, overall effectiveness and layout;
- ❖ Staff were less satisfied with sound privacy, noise level, temperature, visual privacy, and chair comfort.
- ❖ Some 53 staff added open-ended responses.

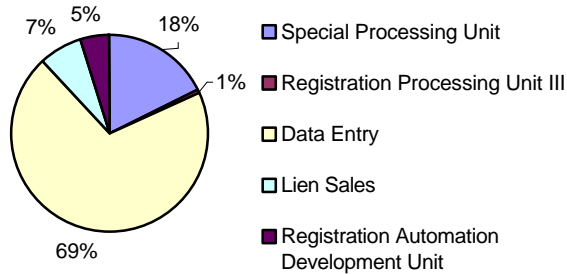


**Figure 1: General satisfaction**

## Overall findings: Profile of participants

- The majority of the participants, 69%, were from the Data Entry unit. 18% of them were from the Special Processing Unit, 7% from the Lien Sales, 5% from the Registration Automation, and only one response from the Registration Processing Unit III.

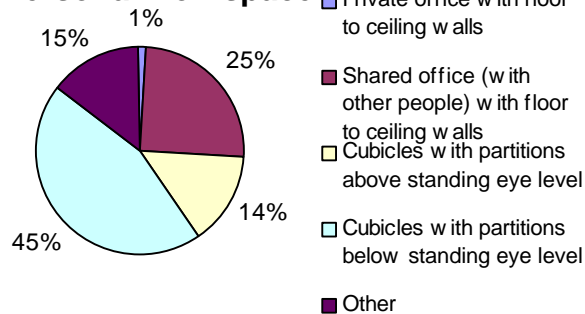
**Work units**



**Figure 2: Percentage distribution of participants according to their work units.**

- 59% of all participants have a cubicle as their workspace. 45% of them have cubicles with partitions below standing eye level; 14% have cubicles with partitions above standing eye level; 25% are located in offices shared with other employees with floor-to-ceiling walls. 1% are in private offices with floor-to-ceiling walls.

**Personal workspace**

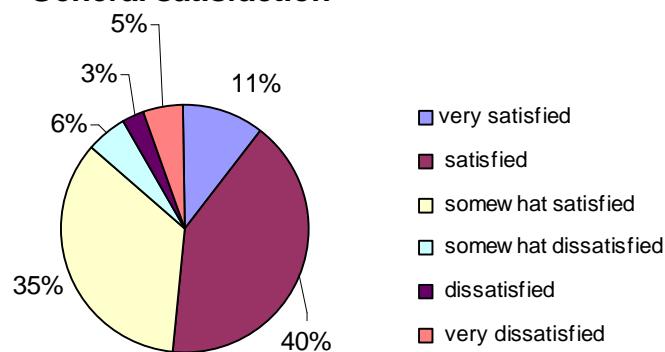


**Figure 3: Percentage distribution of participants according to their workspace.**

## General satisfaction and overview

- The great majority of subjects are satisfied with their work environment. 86% of participants are satisfied whereas only 14% are dissatisfied. For the satisfied category, the distribution is as follows: 11% very satisfied, 40% satisfied, and 35% somewhat satisfied. For the dissatisfied category, the distribution is as follows: 6% somewhat dissatisfied, 3% dissatisfied, and 5% very dissatisfied.

**General satisfaction**



**Figure 4: Percentage distribution of level of general satisfaction**

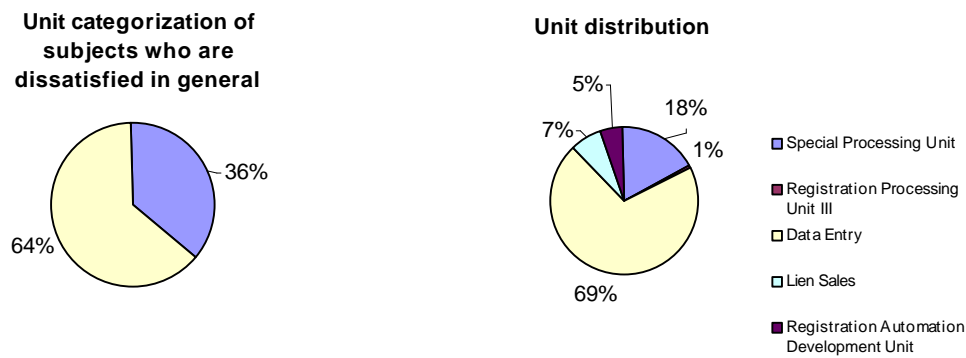
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Of all the dissatisfied respondents the majority complained about crowded space (6 respondents). 4 respondents complained about lack or unsatisfactory furniture, 3 about the office layout, 3 about the noise level, 2 about the cold temperature, and 1 about the air quality.

Of all the dissatisfied respondents, 5 respondents suggested having a larger workspace. 3 suggested improving the restrooms.

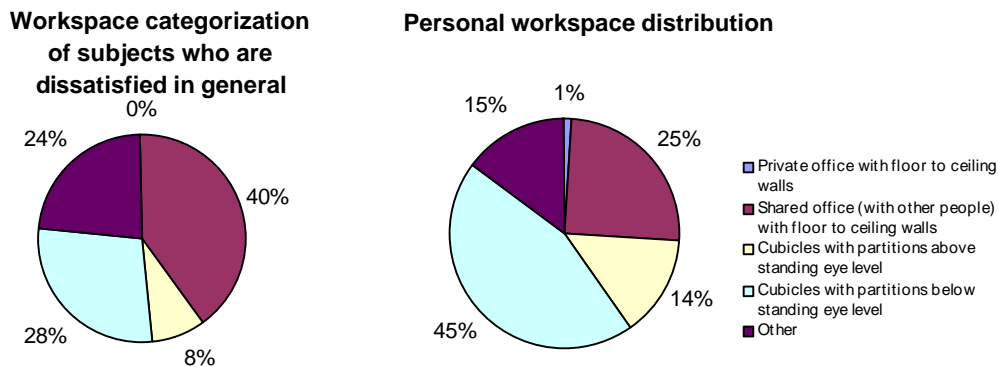
- 64% of all the subjects who are dissatisfied (this category includes somewhat dissatisfied, dissatisfied, and very dissatisfied) are from the Data Entry Unit. 69% of all the subjects are from this same unit.

36% of all dissatisfied subjects are from the Special Processing Unit. This is relatively high because only 18% of all the subjects are from this unit. There are no generally dissatisfied subjects from the other units.



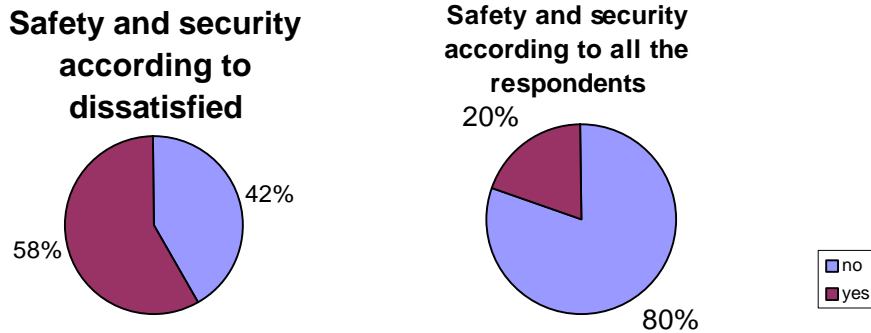
**Figure 5: Comparison of percentage of participants' units to the percentage of their level of satisfaction.**

- The most dissatisfied workspace is shared office (with other people) with floor-to-ceiling walls. 40% of all the dissatisfied subjects have this type of a workspace. This is significant because only 25% of all the subjects have a shared office. Subjects who have cubicles with partitions above standing eye level (the largest group with 45% of all the subjects), and subjects with cubicle partitions below standing eye level, were relatively less dissatisfied with their workspace.



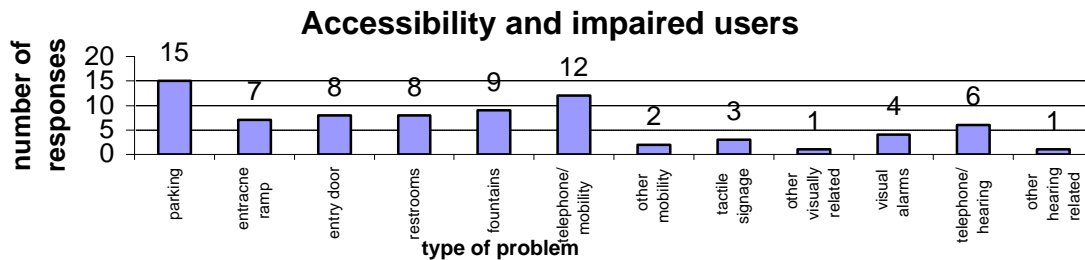
**Figure 6: Comparison of percentage of participants' workspace to the percentage of their level of satisfaction**

- Generally, dissatisfied participants think that there is a risk of injury approximately three times more than all the participants.



**Figure 7: Comparison of percentage of dissatisfied participants who are concerned about safety to the percentage of all the participants.**

- Parking and telephone access are the most mentioned problems with 15 and 18 (including both mobility and hearing related problems) responses respectively. Drinking fountains, restrooms, the entry door, and the entrance ramp constituted the second group of problem with 9, 8, 8, 7 number of responses respectively.
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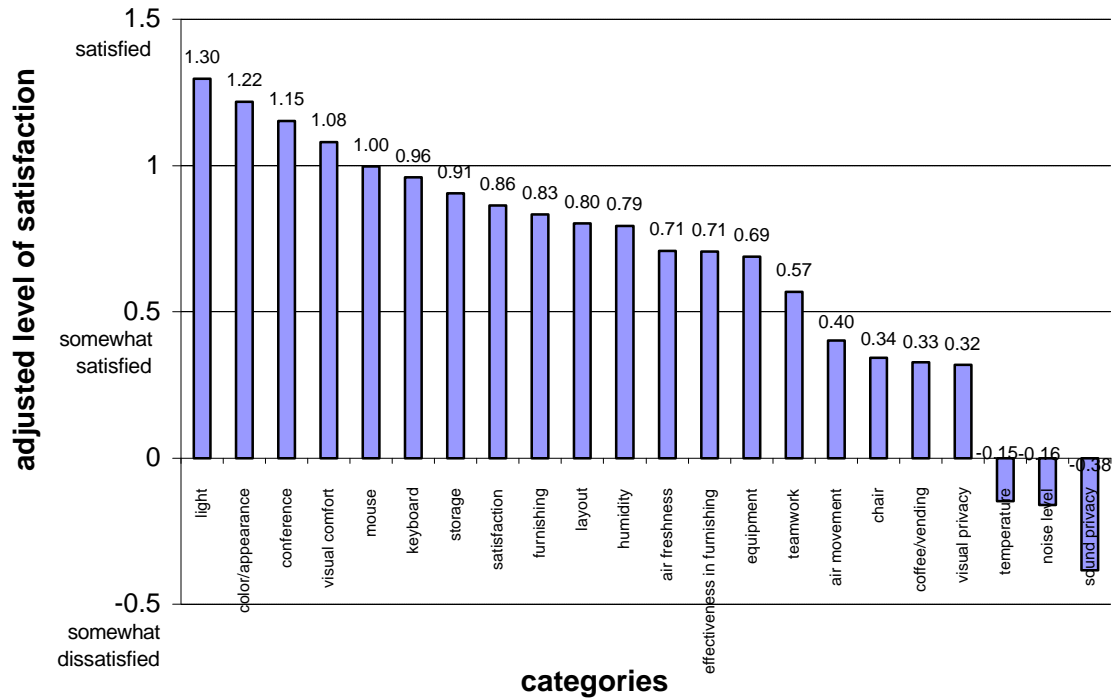


**Figure 8: Specific problems related to accessibility in the work environment. The items parking, entrance ramp, entry door, restrooms, telephone/mobility, other mobility are related to mobility impaired; tactile signage, other visually related are related to visually impaired; and telephone/hearing and other hearing related are related to hearing impaired.**

## Satisfaction for all survey categories

- Of all 24 categories in the survey, temperature, noise level, and sound privacy were the least satisfied ones, with average level of satisfaction very close to somewhat dissatisfied. 4 of those categories -- visual privacy, coffee room and vending machine, chair, air movement -- were close to somewhat satisfied. The rest ranged between somewhat satisfied and satisfied.

### Means of level of satisfaction



**Figure 9: Means of level of satisfaction for all the 24 categories in the survey.**

- Table 1 shows levels of satisfaction tabulated in percentage. The categories are sorted in ascending order of dissatisfaction according to the percentage of very dissatisfied. Temperature, noise level and sound privacy are the most dissatisfied survey categories with the respective total dissatisfaction percentage (including somewhat dissatisfied, dissatisfied, very dissatisfied) of 50%, 48%, and 54%.

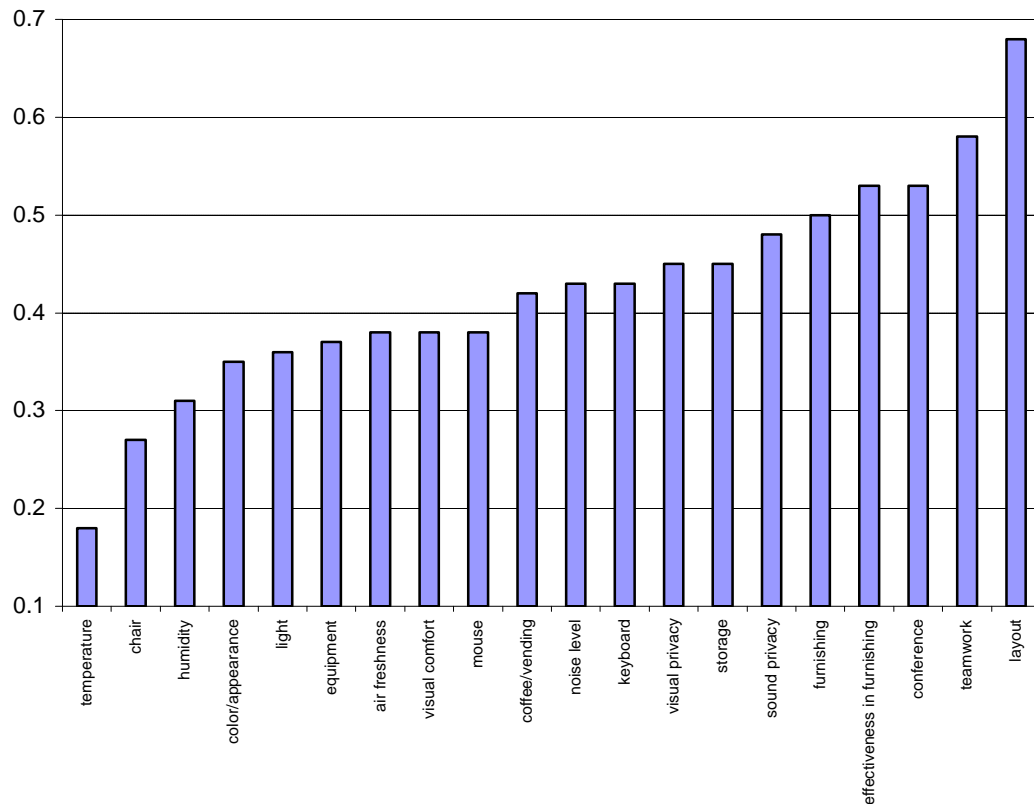
	very sat.	sat.	some. sat.	some. dis.	dis.	very dis.	Total % dis.
Visual comfort	14	50	23	6	6	1	13
Light	19	54	20	3	3	1	7
Keyboard	12	52	18	9	6	3	18
Color/appearance	19	54	19	2	2	4	8
Air freshness	8	39	33	8	8	4	20
Conference room	17	55	16	4	3	5	12
Mouse	13	53	19	5	5	5	15
Humidity	9	43	31	7	5	5	17
Effectiveness	9	41	28	11	5	6	22
Layout	14	42	23	10	5	6	21
Support for teamwork	9	45	16	14	9	7	30
Furnishing	14	44	22	9	4	7	20
Air movement	8	31	28	17	9	7	33
Equipment	13	39	25	10	5	8	23
Storage	24	40	14	8	4	10	22
Coffee room/ vending machine	7	35	22	17	8	11	36
Chair	9	32	27	9	11	12	32
Visual privacy	12	28	24	12	12	12	36
Temperature	6	19	25	20	15	15	50
Noise level	4	26	22	16	13	19	48
Sound privacy	3	18	25	18	14	22	54

Table 1: Level of satisfactions in percentage. The data is sorted by the percentage of very dissatisfied column.



- The overall layout of workspace, the layout of space for supporting teamwork and/or impromptu meetings, the conference and/or training rooms on the floor, and the way in which the furnishings help respondents be more effective are highly correlated with the level of general satisfaction (over 0.5). Satisfaction with humidity, chair, and temperature are less correlated with the level of general satisfaction.

### Correlational analysis



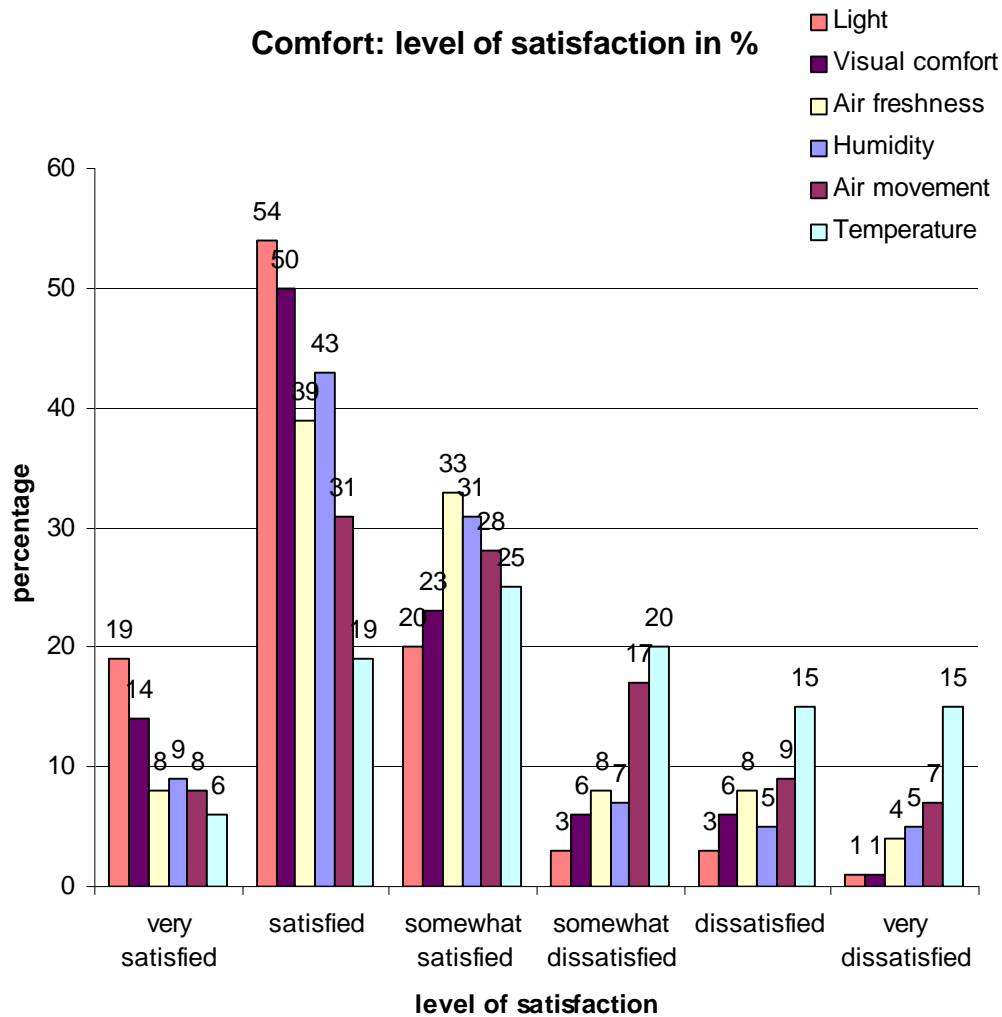
**Figure 10: Correlation between general satisfaction and survey categories.**

## Comfort

- Figure 10 shows the level of satisfaction in percentage of participants sorted according to comfort categories. The order of the categories is arranged to illustrate the decreasing satisfaction level and increasing dissatisfaction level. The order of the increase in dissatisfaction approximately matches the order of the decrease in satisfaction.

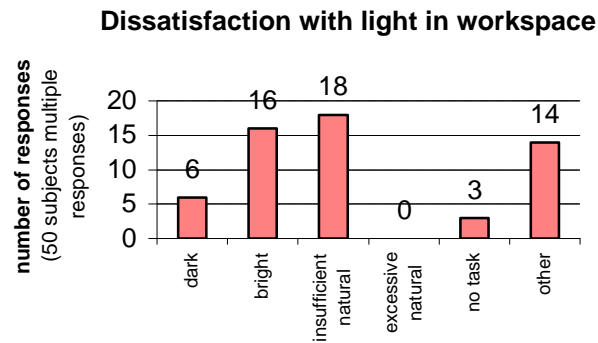
Among all the comfort categories the percentage of people who are dissatisfied with temperature, including somewhat dissatisfied, dissatisfied, and very dissatisfied, is the highest with 45%. The second highest dissatisfied category is air movement with 33%.

93% of all the participants reported that they were satisfied, including somewhat satisfied, satisfied, and very satisfied, with the light.



**Figure 11: The level of satisfaction in percentage for categories in the Comfort section.**

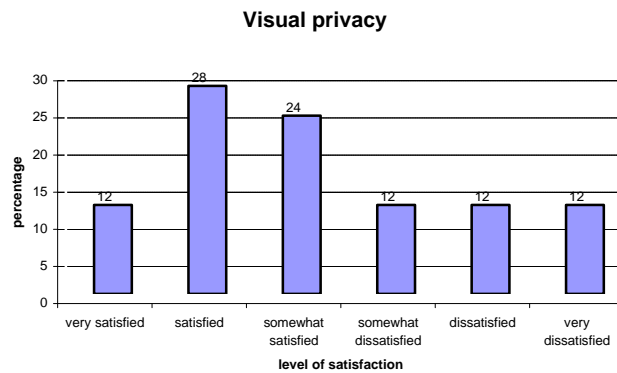
- Even though 93% of all the participants were satisfied with the light, in a follow-up question they were specifically asked about problems related to the light in workspace. 18 participants reported problems related to insufficient natural light and 16 related to bright light.



**Figure 12: The itemized dissatisfaction with light in workspace.**

## Visual privacy

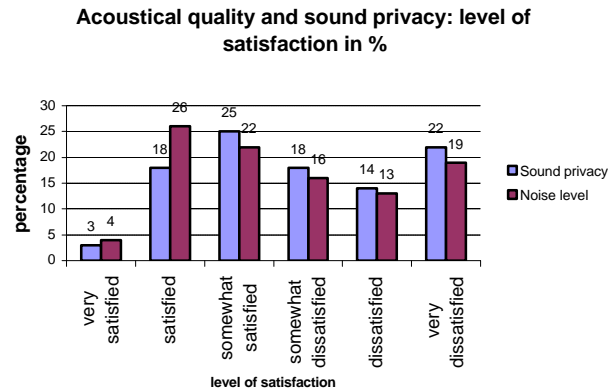
- 36% of all the participants are dissatisfied with the visual comfort. 64% of them are satisfied.



**Figure 13: The percentage of participants' level of satisfaction for visual privacy.**

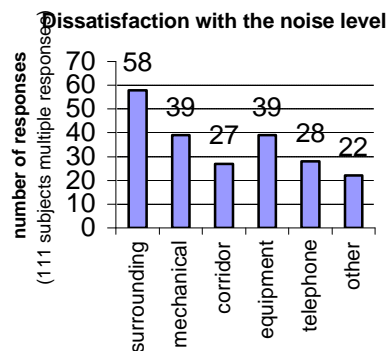
## Acoustical quality and sound privacy

- Respondents were least satisfied with acoustical quality and sound privacy. The percentage of participants who are dissatisfied with the acoustical quality and sound privacy is relatively higher compared to other categories. 54% of participants are dissatisfied with sound privacy and 48% with the noise level.



**Figure 14: The percentage of participants' level of satisfaction for sound privacy and noise level.**

- In a follow-up question participants reported specific problem related to the noise level. 58 of them complained about the people talking in the surrounding offices. There were 39 participants who complained about the noises coming from the mechanical system and office equipment. 28 complained about the phones and 27 about people in corridors.

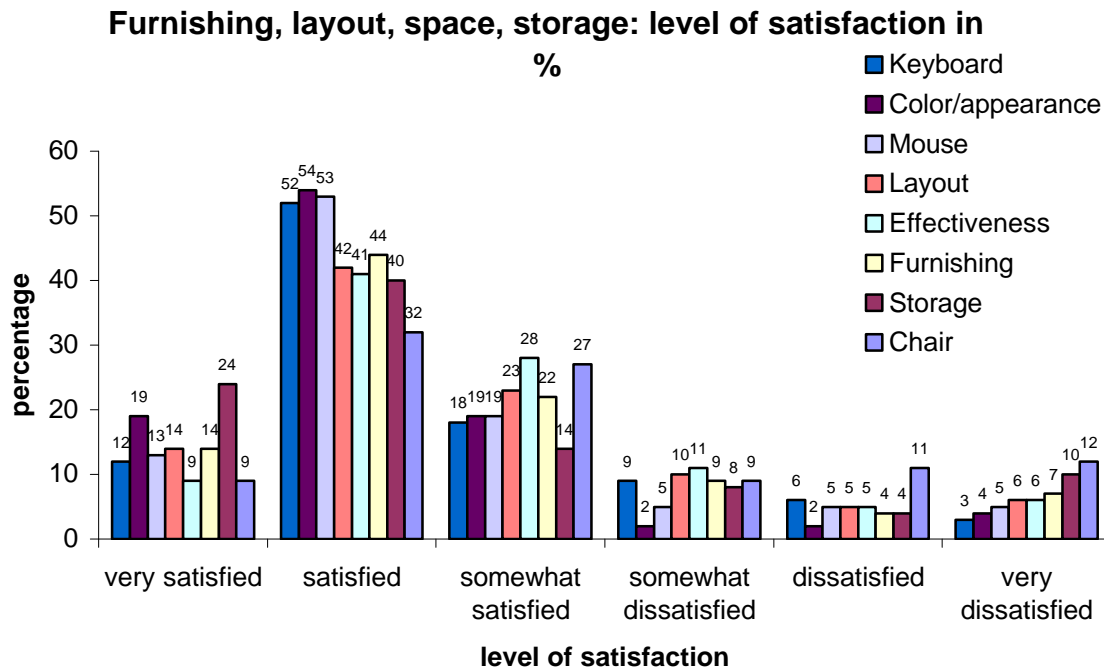


**Figure 15: The itemized dissatisfaction with the noise level in workspace.**

## Furnishing, layout, space, and storage

- In the Furnishing, layout, space, and storage category, the item with which there was least satisfaction is the chair with 32%. The most satisfied item in this category is the color/appearance of the furnishing with 92%. The percentage of satisfied participants for the rest range as follows: keyboard 82%, mouse 85%, layout 79%, the impact of furniture on effectiveness 78%, furnishing 80%, and storage 78%.

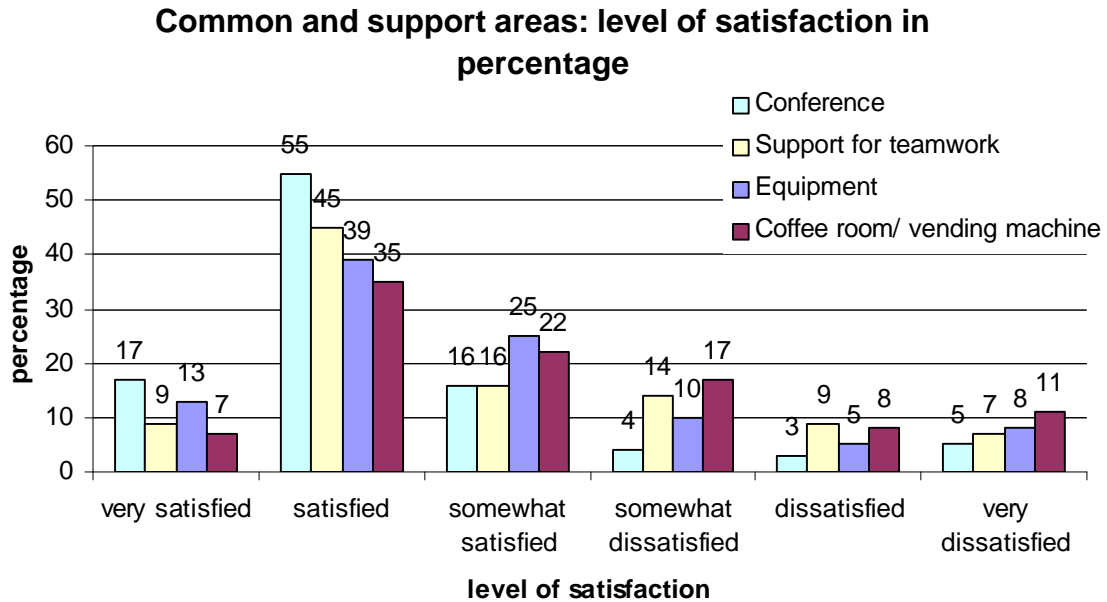
In general the participants are satisfied with the furnishing, the layout, and the ambiance of their office; however, they are least satisfied with the comfort of their chair.



**Figure 16: The level of satisfaction in percentage for categories in the Furnishing, layout, space, storage section.**

## Common and support areas

- The least satisfied item in the common and support areas category is coffee rooms/vending machines with 36%. For the other three items, the percentage for the level satisfaction range as follows: conference rooms, 88%; the impact of space layout on teamwork and/or impromptu meetings, 70%; and the office support equipment, 77%.



**Figure 17: The level of satisfaction in percentage for categories in the common and support areas section.**

## Open ended questions and comments

- In the first open-ended question participants reported 3 best things about their workspace. Privacy and ownership were the most mentioned quality. Light, newness, space, furniture, and cleanness were mentioned respectively 33, 30, 26, 25, 25 times. The least mentioned ones were ambiance, visibility/view, temperature, air, comfort, acoustics, and security, mentioned respectively 5, 4, 3, 2, 2, 1, and 1 time.

### Q-14 What are the three best things about this workspace?

69% response rate

Privacy / ownership	36
Light	33
New	30
Space	26
Furniture	25
Clean	25
Appearance/colors	19
Service / support areas	17
Restrooms	13
Location	12
People	12
Others	8
Ambiance	5
Visibility/view	4
Temperature	3
Air	2
Comfort	2
Acoustics	1
Security	1

- In the second open-ended question subjects reported the specific problems in their workspace.

### Q-15 Please list any additional specific problems or deficiencies that you feel should be corrected. Be as specific as possible about room or location of the problems:

57% response rate

38 participants complained about inconvenient, broken, or missing furniture. 8 mentioned the lack of microwave and 7 mentioned uncomfortable chairs.

22 participants complained about support areas such as the lack of restrooms (the highest with 12 participants), break rooms (the second highest with 6 participants), the lack of lounge areas in women restrooms, conference room, mail stations, and storage spaces.

20 complained about the noise of people, machines, or phone.

17 complained about cold temperature, usually together with excessive air flow.

16 complained about crowded workspace, either with too many people or too much office

Furniture (inconvenient, broken, missing)	38
Support areas (break room, restrooms, conference, mail stations, storage)	22
Noise (people, machine, phone)	20
Temperature (cold)	17
Space (crowded, layout)	16
Lights (off, natural light, control, general)	15
Air (dust, flow)	11
Privacy (dividers, cubicles)	6
Water in the restrooms (too hot)	4
Layout	3
People	2
Corridors (mirror)	2
Cleanliness	1
Appearance	1

equipment/furniture.

15 complained about lights, such as lights frequently going off, the control of light, and the lack of natural light.

- In the third open-ended question, participants were asked to make specific suggestions for further improvements.

Only 32% (only 60 out 187) of all the participants made specific suggestions. This is one of the lowest response rates in the survey. Most of the comments are in the form of complaints rather than suggestions. There are few specific suggestions.

The most mentioned suggestion is regarding warmer temperature; the second is regarding larger space; and the third most mentioned suggestion is to have more consultations prior to facility design.

**Q-16 Please provide any other comments or suggestions that would improve future projects:**

32% response rate	
Warmer temperature	6
Space (the layout, larger)	5
More consultations	4
Have unit break rooms	3
More storage space	3
Team collaboration	2
Security (fire, doors)	2
Light sensor	2
More outlets	2
Coffee machine	2
Carpet	2
More phones	2
Computers	2
Better sound privacy	1
Mirrors	1
Locks	1
Meeting room	1
Microwave	1
Cubicles	1
Comfortable chairs	1
Parking	1
To keep clean	1
More group identity	1
Noise control	1



## APPENDIX

### Welcome!

This Occupant Satisfaction Survey is designed to investigate how successfully the recently renovated 4<sup>th</sup> floor is meeting your needs. This information will be used to fine-tune this building as funds allow and to provide better renovation and construction projects in the future. Your participation in this occupant survey is voluntary and involves completion of this brief 15 minute survey:

- You will be granted 15 minutes of paid time to fill out the survey.
- You are free to skip any question.
- Your answers are confidential.

Participating in this study will also help us assess how successfully the 4<sup>th</sup> floor renovation project is meeting our design goals. This information may be shared with the building's owners, managers, project design team, maintenance personnel and the research staff.

### Background

(These questions help identify areas of the floor which may have specific design or workmanship problems)

Q-1 What unit do you work in (Circle number)? (1)

- |   |                                  |   |  |
|---|----------------------------------|---|--|
| 1 | Special Processing Unit          | 5 | Registration Automation Development Unit |
| 2 | Registration Processing Unit III | 6 | Revenue and Compliance Policy Unit       |
| 3 | Data Entry                       | 7 | Registration and Titling Policy Unit     |
| 4 | Lien Sales                       | 8 | Staff Services                           |

Q-2 What is your role and position in the organization? (2)

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Q-3 Please describe the location of your work space in terms of its positioning (i.e. perimeter office very close to window, or central area with no natural light). If your work entails moving from one location to another, please indicate the most used location as your work space: (3)

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Q-4 Which of the following best describes your personal workspace (Circle number)? (4)

- 1 Private office with floor to ceiling walls
- 2 Shared office (with other people) with floor to ceiling walls
- 3 Cubicles with partitions above standing eye level
- 4 Cubicles with partitions below standing eye level
- 5 Other \_\_\_\_\_

## Comfort

Q-5 Rate your level of satisfaction for the following:

	1	2	3	4	5	6	
	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
1. The level of humidity in your workspace	16	76	55	13	8	9	(5)
2. The air movement in your workspace	15	55	52	32	16	13	(6)
3. The air freshness in your workspace	15	72	60	15	14	7	(7)
4. The temperature in your workspace	11	34	45	37	28	27	(8)
5. The visual comfort of the lighting (e.g., glare, reflections, contrast)	26	90	42	11	10	2	(9)
6. The amount of light in your workspace	35	97	37	6	5	2	(10)

a. If you are satisfied with the amount of light in your workspace please GO TO Q-6.

If you are dissatisfied with the amount of light in your workspace, which of the following contribute to your dissatisfaction? (Circle all that apply)

- |   |                          |      |
|---|--------------------------|------|
| 1 | Too dark                 | (11) |
| 2 | Too bright               | (12) |
| 3 | Not enough natural light | (13) |
| 4 | Too much natural light   | (14) |
| 5 | No task lighting         | (15) |
| 6 | Other: _____             | (16) |

## Visual privacy

Q-6 Rate your level of satisfaction for your visual privacy at your desk (ability to concentrate without getting distracted by others or distracting them):

1	2	3	4	5	6	
<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
22	52	44	21	22	21	(17)

## Acoustic quality and sound privacy

Q-7 Rate your level of satisfaction for the following:

	1	2	3	4	5	6	
	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
1. Your sound privacy (ability to have conversations without your neighbors overhearing and vice versa)	6	32	46	33	25	40	(18)
2. The noise level in your workspace	7	47	40	28	24	34	(19)

a. If you are satisfied with the noise level in your workspace please GO TO Q-8.

If you are dissatisfied with the noise level in your workspace, which of the following contribute to your dissatisfaction? (Circle all that apply)

- 1 People talking in surrounding offices (20)
- 2 Mechanical (heating, cooling and ventilation) system noise (21)
- 3 People in corridor (22)
- 4 Office equipment (23)
- 5 Telephones ringing (24)
- 6 Other: \_\_\_\_\_ (25)

## Furnishings, layout, space, storage

Q-8 Rate your level of satisfaction for the following:

	1	2	3	4	5	6	
	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
1. The comfort of your chair	17	60	50	16	20	22	(26)
2. The amount of space available for storage in your personal workspace	45	73	25	15	8	19	(27)
3. The quality of the furnishings in your office environment	25	81	40	17	8	12	(28)
4. The way in which the furnishings help you be more effective	15	73	49	19	9	10	(29)
5. The color and appearance of the furnishings in your office environment	35	94	34	4	4	8	(30)
6. The overall layout of your workspace	25	78	43	18	9	12	(31)
7. The location, adjustability and comfort of your keyboard	19	85	30	15	9	5	(32)
8. The location and comfort of your computer mouse	16	67	23	6	6	6	(33)

## Common and support areas

Q-9 Rate the level of convenience for the following:

	1 Very Convenient	2 Convenient	3 Somewhat convenient	4 Somewhat inconvenient	5 Inconvenient	6 Very Inconvenient	
1. The office support equipment (fax, photocopy machine, etc) to your workspace	21	63	41	17	9	13	(34)
2. The coffee rooms and vending machine areas to your workspace	12	64	39	30	14	20	(35)

Q-10 Rate your level of satisfaction for the following:

	1 Very Satisfied	2 Satisfied	3 Somewhat satisfied	4 Somewhat dissatisfied	5 Dissatisfied	6 Very Dissatisfied	
1. The layout of your organization's space for supporting teamwork and/or impromptu meetings	14	73	26	23	15	12	(36)
2. The conference and/or training rooms on the floor	25	81	24	6	4	7	(37)

## Safety and security

Q-11 Do you know of any problems that create risk of injury in this building? (38)

Yes

27

No (GO TO Q-12)

131

a. If you said "yes" what are those problems? (39)

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## Accessibility

Q-12 Are you aware of problems with any of the following regarding accessibility for the disabled? (Check all that apply)

a. *Mobility Impaired*

[15] Public parking (40)

[7] Ramp to entrance (41)

[7] Ability to open entry doors (42)

[8] Restrooms (43)

[8] Drinking fountains (44)

[9] Telephones (45)

[12] Other: \_\_\_\_\_ (46)

b. *Visually Impaired*

[3] Tactile signage in building (47)

[1] Other: \_\_\_\_\_ (48)

c. *Hearing Impaired*

[4] Visual alarms (49)

[6] Telephones (50)

[1] Other: \_\_\_\_\_ (51)

**General**

Q-13 All things considered, how satisfied are you with your workspace? (52)

1 Very Satisfied	2 Satisfied	3 Somewhat satisfied	4 Somewhat dissatisfied	5 Dissatisfied	6 Very Dissatisfied
19	71	61	10	5	9

Q-14 What are the three best things about this workspace? (53)

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

Q-15 Please list any additional specific problems or deficiencies that you feel should be corrected. Be as specific as possible about room or location of the problems: (54)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Q-16 Please provide any other comments or suggestions that would improve future projects: (55)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Q-17 (Optional) If you do not mind being contacted about your answers, please provide: (56)

Name: \_\_\_\_\_ Phone#/E-Mail: \_\_\_\_\_

**Thank you for taking the time to fill out this survey. Your answers and comments will help the project coordination and design staff fine-tune future projects.**

**Please return your completed survey to your unit manager by November 2, 2001.**